

DUTY STATEMENT

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| EMPLOYEE Vacant | | RPA # / JOB CONTROL # Various | |
| POSITION NUMBER 040-XXX-4800-XXX | CLASSIFICATION Staff Services Manager I | WORKING TITLE Regional Processing Unit Manager | |
| DIVISION Victim Compensation | SECTION/UNIT Various | CBID S01 | WWG E |
| WORK DAYS Monday – Friday | WORK HOURS 8:00 am – 5:00 pm | TENURE Permanent | TIME BASE Full-time |

CONFLICT OF INTEREST CLASSIFICATION

This position is designated under the Conflict of Interest Code and is responsible for making, or participating in the making, of governmental decisions that may potentially have a material effect on personal financial interests. The appointee is required to complete a Form 700 within 30 days of appointment. Failure to comply with the Conflict of Interest Code requirements may void the appointment.

Conflict of Interest Classification? ☐ Yes ☐ No

DEPARTMENT OVERVIEW

The California Victim Compensation Board (CaIVCB) is a state program dedicated to provide financial assistance to victims of crime and help them restore their lives. At CaIVCB, we work to reduce the impact of crime on victims' lives. We reimburse crime-related expenses, connect victims with services and support, and do all we can to inform and empower victims.

Our Mission: CaIVCB is a trusted partner in providing restorative financial assistance to victims of crime.

Our Vision: CaIVCB helps victims of crime restore their lives.

EMPLOYEE ACKNOWLEDGEMENT

I have read and understand the duties of this position and I certify that I possess essential personal qualifications including integrity, initiative, dependability, good judgment, and ability to work cooperatively with others; and a state of health consistent with the ability to perform the assigned duties as described above with or without reasonable accommodation. (If you believe reasonable accommodation is necessary, discuss your concerns with the hiring supervisor. If unsure of a need for reasonable accommodation, inform the hiring supervisor, who will discuss your concerns with the Office of Civil Rights).

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|--------------------------------|-----------------------------|-------------|
| EMPLOYEE'S NAME (Print) | EMPLOYEE'S SIGNATURE | DATE |
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SUPERVISOR ACKNOWLEDGEMENT

I certify this duty statement represents current and an accurate description of the essential job functions of this position. I have discussed the duties of this position with the employee and provided the employee a copy of this duty statement.

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| SUPERVISOR'S NAME (Print) | SUPERVISOR'S SIGNATURE | DATE |
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DUTY STATEMENT

(REV. 04/22)

GENERAL STATEMENT

Under the direction of the Staff Services Manager II (SSM II), Victim Compensation Division (VCD), the Staff Services Manager I (SSM I) provide direct supervision over a regional processing unit consisting of a variety of classifications and is responsible for planning, directing, and organizing the day-to-day activities of the processing unit.

**PERCENTAGE
OF TIME
SPENT****DUTIES****%****ESSENTIAL JOB FUNCTIONS**

40%

ESSENTIAL FUNCTIONS:

Plan, organize, and direct the day-to-day processing workload related to the VCD and other related areas assigned. Monitor and oversee regional unit goals, objectives, priorities, performance standards, quality and consistency of work products using established benchmarks. Working within a team of managers, supervise the activities of regional processing section staff to provide and achieve operational efficiency utilizing effective management skills and tools such as communication, project management, workload tracking/monitoring, and staff development. Contribute to the development of reports for use in analysis of inventory, production, and program benchmarks. Provide appropriate and timely responses to complex and sensitive inquiries from stakeholders, claimants, staff, and others.

30%

Provide guidance, direction, and support to staff in the processing section, including:

- Assign, direct, track and review work items processed.
- Develop, implement, and monitor processes, and adjust as necessary.
- Identify issues, evaluate resources, establish timeframes, and action plans for meeting program goals and objectives consistent with CalVCB policies.
- Meet individually with staff at least every other week to identify training needs, provide on-the-job training and feedback, assess needs for professional development, and develop and inform staff of job expectations.
- Evaluate work performed and provide timely feedback and recognition to staff.
- Promptly identify and address/resolve employee performance issues.
- Complete annual evaluations and probationary reports and meet with staff to discuss the content.
- Ensure section staff have the skills and knowledge necessary to meet the performance expectations of their work assignments.
- Maintain accurate reporting following the published guidelines of the State Controller's Office, for issuance and recording of correct payroll warrants of staff.
- Grant or deny staff's requests for time off or overtime by evaluating and ensuring they have sufficient leave balances.
- Approve time charged for leave usage, leave without pay (dock or NDI), absence without leave (AWOL), etc. on or before the designated SCO monthly payroll cut-off date.
- Recruit, select, hire, and onboard new staff when required.

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- Ensure that program operations and hiring practices conform to bargaining unit contracts, state policies, and equal employment opportunity objectives and guidelines.

Analyze workload statistics to monitor service levels/responsiveness and develop written recommendations for process improvements; identify and propose needed procedural changes; determine alternatives, develop, and identify recommended strategies for potential policy changes. Work collaboratively with other managers to suggest, develop, and implement new policies and procedures to promote quality and consistency. Collaborate with Associate Governmental Program Analyst staff to assist and support with reports, workload management, customer service, and process improvements.

Assist the SSM II in planning work and assessing resource needs of the division, section, and unit by setting long-term goals and objectives and developing formal work plans and budgets. Keep the SSM II apprised of the progress and issues arising.

MARGINAL JOB FUNCTIONS

Deliver excellent customer service when interacting with stakeholders including Victim/Witness Assistance, law enforcement, city and district attorneys, service providers, and victim advocacy organizations to provide information about VCD services and specific claim issues. Address escalated customer-service situations as needed. Act as a liaison to identify obstacles affecting the delivery of services.

Facilitate, attend, and participate in weekly staff meetings with various levels of management and staff. Keep staff informed of policy changes and CalVCB activities.

Represents the Board and serves as a subject matter expert, providing testimony on CalVCB's policy and procedures related to processing application and bills at hearings throughout California. In preparation for testimony, reviews and analyzes the application history and documents relevant to the application and bills. Occasional travel is required.

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DESIRABLE QUALIFICATIONS

- Effectively operate a computer using the following software programs: Microsoft Word, Excel, Outlook, and Access.
- Ability to develop statistical data and evaluate results.
- Ability to apply and interpret policies, regulations, and laws.
- Ability to take and follow verbal or written direction from supervisors/managers.
- General knowledge of the VCD program to be able to establish program goals/objectives, identify/resolve program issues, etc.
- General knowledge of the formal and informal aspects of the legislative process to analyze proposed legislation impacting the department.
- General knowledge of CalVCB' s mission, goals, and policies to ensure that the progress and completion of work assignments and tasks conform to the overall objectives of the unit and/or division.
- General knowledge of governmental functions and organization at the State and local level to maintain and foster a good working relationship with our clients.

PERSONAL CHARACTERISTICS AND EXPECTATIONS

- Demonstrated ability to act independently and as a member of a team with open-mindedness, flexibility, and tact.
- Ability to effectively handle stress and deadlines in a fast-paced work environment.
- Ability to problem-solve and use critical and creative thinking to effectively perform work.
- Display good interaction skills and the ability to deal professionally, congenially and in a personable manner with the public, other governmental entities, and staff at all levels.
- Communicate successfully in a diverse community as well as with individuals from varied backgrounds both orally and in writing.
- Understand, follow and enforce all safety rules and procedures.
- Be supportive of management and coworkers.
- Maintain the confidence and cooperation of others.
- Ensure deadlines are met.
- Manage multiple and changing priorities.
- Maintain acceptable, consistent, and regular attendance.
- Adhere to departmental policies and procedures regarding attendance, leave, and conduct.
- Develop and maintain knowledge and skill related to the job.
- Complete assignments in a timely and efficient manner.
- Develop and maintain knowledge and skill related to specific tasks, methodologies, materials, tools, and equipment.

PHYSICAL ABILITIES

- Typical work requires prolonged sitting using a computer and telephone.
- Common eye, hand, and finger dexterity is required for most essential functions.

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- Grasping and making repetitive hand movements in the performance of daily duties.
- Some carrying/moving of objects up to thirty pounds.